

# 511 Ridematch System Enhancements 2015

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## Milestone 1 – August 28, 2015

### Promo Code Tracking

Add a new question to the account creation process named “PR Code” as seen in the mockup below. This task can be started independently of any other work in the queue as a standalone upgrade.

The mockup shows a two-step account creation process. Step 1, 'About you', contains the following sections:

- Account Details:** Fields for First Name, Last Name, Email, Password, and Confirm Password. Each field has a red asterisk indicating it is required. There are help icons (question marks) next to the Email, Password, and Confirm Password fields.
- Home Address:** Fields for Address, Address 2 (Optional), City, and Zip Code. The Address field has a red asterisk and a help icon. The City field has a red asterisk and is followed by ', CA'. The Zip Code field has a red asterisk.
- Phone Number:** A field for the phone number with a format (XXX) XXX - XXXX, a red asterisk, and an 'ext.' field. There is a 'Select One' dropdown menu and a help icon.
- How did you hear about us?:** A dropdown menu with the text '— Select One —' and a red asterisk.
- PR Code (optional):** A new optional field for the PR Code.

Step 2, 'About Your Commute', is partially visible at the bottom of the mockup.

To support this change we will modify the commuter tables to accept this new value as a foreign key reference to a lookup to a table that will contain all predefined PR codes for the website. If a code is entered that does not exist in the lookup table than we will not save the invalid PR code to the database. In addition, we will add start and end dates to the PR code table so that the codes will only be considered “valid” for a defined period of time.

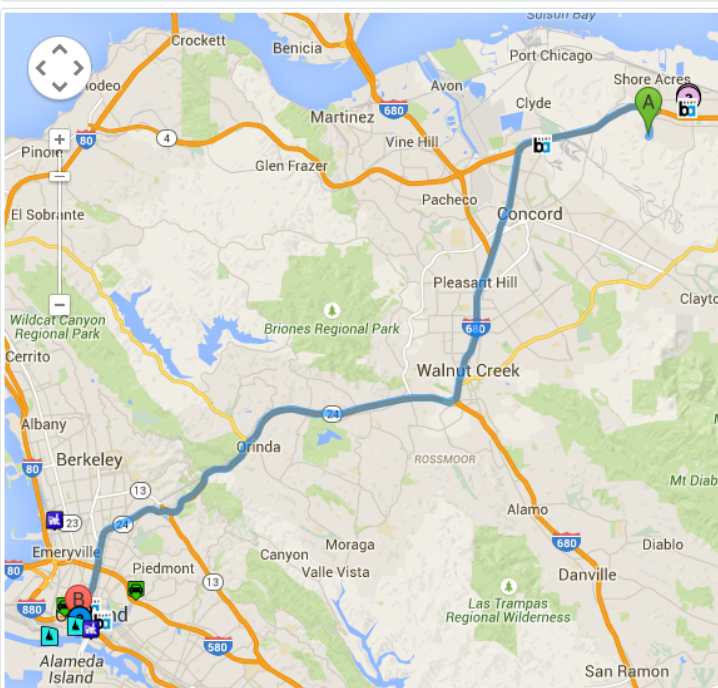
Once the input mechanisms and logic have been constructed, we will make the following changes to the reporting system to support the new data:

- Modify the existing “All Applicants Detail Report” by adding a filter “By Promo Code” and add a Promo Code Column at the end.
- Modify the existing “Frequent Commuter Report” by adding a filter “By Promo Code”
- Modify the existing view “rpt\_data\_dump” to include a Promo Code column on the end.

## Other Vendor API/Feed (Carma)

Implement Carma's API to show Carma trips on our Matchlist results. Due to the real-time nature of the Carma data feed we recommend uses current system time as a hidden factor to control the Carma result set. For example, if a user is making a ridematch request we will compare the current system time with the user's normal "start" and "end" commute times to determine if he is closer to going to work vs. going back home. We will use this determination to display the available real-time Carma drivers that can provide assistance on their one-way commute.

A possible implementation of this is outlined in the mockup below.

Search Commuter				Find Ridematches		Transit Options	
View Map				Match List		Email Matches	
Directions							
							
<b>Radius Based Matching</b>				<b>Route Based Matching</b>			
<b>Update Route Preference</b>							
Radius Around Origin:				4		miles	
Radius Around Destination:				2		miles	
						<a href="#">Go &gt;&gt;</a>	
						<a href="#">Change Match Preference &gt;&gt;</a>	
						<a href="#">Add/Change Address &gt;&gt;</a>	
<b>Rideshare Admin</b>							
Sort By:				Newest First			
<a href="#">Show Vanpools First</a>							
<b>Include other ridematch vendor's trips.</b>							
<input checked="" type="checkbox"/> Carma							
<hr/>							
<b>1. JON (RS-ADMIN) EASTLUND</b>							
• Cell Phone: 925-997-3435							
• Work Phone: 510-273-3630							
• Email: <a href="mailto:EASTLUND@RIDESHARE.511.ORG">EASTLUND@RIDESHARE.511.ORG</a>							
• Employer: 511 RIDESHARE							
• Carpool Preference: No - do not match with other carpools							
• Vanpool Preference: No, do not match with vanpools							
• <b>Bike Buddy Preference: Yes</b>							
• Distance from Origin: 1.4 miles							
• Distance from Destination: 0 miles							
• Work Schedule: 8:00:AM to 6:00:PM							
• Work Days: Mon., Tue., Wed., Thu., Fri.							
• Last Login Date: 06/24/2015							
<hr/>							
<b>2. JON (RS-ADMIN) EASTLUND</b>							

## Milestone 2 – September 18, 2015

### Trip Diary – Additional Trip Logs

Currently users can create only two legs for each trip - need to have at least three, but 4 is better. I believe per our discussions, you will add a button that says “Add Leg” up to a max of 4 legs.

The database table “tblcommute\_log” will have to be modified to add the additional fields for leg3 and leg4. (i.e., leg3\_distance, leg\_3\_from, leg3\_to, leg3\_mode).

Verify the log activity reports take into account the new legs.

**Trip 1: Home To Work**

	From	To	How I Traveled	Distance
Leg 1 *	Home	Park & Ride Lot	Drive Alone	1 miles
Leg 2 *	Park & Ride Lot	Work	Carpool (2 - 6 people)	30 miles

Add Leg (Max. 4 Legs)

**Trip 2: Work To Home**

	From	To	How I Traveled	Distance
Leg 1 *	Work	Bus or Train Stop	Carpool (2 - 6 people)	1 miles
Leg 2 *	Bus or Train Stop	Bus or Train Stop	Bus or Train	29 miles
Leg 3 *	Bus or Train Stop	Home	Drive Alone	1 miles
Leg 4 *				miles

Add Leg (Max. 4 Legs)

Save Profile >>

## Vanpool Driver Interest Notification

The existing vanpool question will be split this into 2 fields as shown in the mockup below. The first two item remain in the existing field but the last three become a new field.

The mockup shows a form titled "2 About Your Commute". It includes fields for "Employer/School", "How do you currently commute?", "Work Schedule", "Arrival or departure flexibility", "Match Preference:", "Carpool Preference:", "Vanpool Preference:", "Vanpool Drivers:", and "Would you like to find a bike buddy?". The "Vanpool Preference:" dropdown is highlighted with a red box and a red arrow pointing to the "Vanpool Drivers:" dropdown, which is also highlighted with a red box and a red arrow. The "Vanpool Drivers:" dropdown is currently set to "I am not interested in driving a vanpool".

On the EXISTING “Vanpool Preference” dropdown, the first two choices will remain as is. They should be...

- Yes, I will ride in a vanpool
- No, do not match with vanpools

The NEW “Vanpool Drivers” dropdown will have 5 choices. Default the selection to....

I am not interested in driving a vanpool

For the other 4 choices, which are basically moved from the existing Vanpool Preference field with the choice “I would like to become a vanpool driver” split into two items (I believe these two choices are what trigger the vanpool lead notification email to our VP staff). The 4 choices should be....

- I would like to become a vanpool driver and have my own van (*this was the existing choice renamed*)
- I would like to become a vanpool driver but do not have a van
- I drive a vanpool and need riders
- I drive a vanpool and do not need riders

*Note: for existing records in the database that have the choice “I would like to become a vanpool driver” you can change them to “I would like to become a vanpool driver and have my own van”.*

The current email sent to our VP staff is shown below. Replace the line after “Hi Vanpool Administrator” with the drop-down choice either “I would like to become a vanpool driver and have my own van” or “I would like to become a vanpool driver but do not have a van”, whichever is selected by the user.

Hi Vanpool Administrator,

The following commuter indicates <the Drop-down choice selected by user>.

Commuter Id: 219266  
Commuter Name: RANGI FINAU  
Home Address: 19489 MEEKLAND AVE HAYWARD CA 94541  
Employer Name: KINDRED NURSING & REHAB  
Employer Address: 2043 19TH AVE SAN FRANCISCO CA 94116  
Cell Phone: 650-276-6928  
Home Phone: --  
Work Phone: --  
E-mail Address: RANGIFINAU@YAHOO.COM  
Work Schedule: 8:00AM to 5:00PM (Mon., Tue., Wed., Thu., Fri., Sat., Sun.)

### Admin Notes Field Counter

Add a counter to the Admin Notes field ("You have #### characters left"). This would keep admins from getting bounced out of records when entering notes that are too long for the field. Below is a mockup of a potential implementation:

The mockup shows a form titled "Admin Activity Notes" with a light green header. Below the header, there is a label "Activity Code:\* Required" in red. Underneath is a dropdown menu with the text "Please select one" and a blue checkmark icon. Below the dropdown is the label "Admin Notes:" followed by a large text area with a vertical scrollbar. At the bottom left, it says "(Maximum characters: 225)" and "You have 225 characters left." The number "225" is inside a small input box. To the right of the text area is a blue button with the text "Submit >>".

## Milestone 4 – November 13, 2015

### RMS Data Dump Report

Getting the “data dump” is currently a manual process that requires direct database access to complete. This task involves the creation of a new report on the “sys admin reports” menu in order to execute the following SQL command without any data filters:

```
select * from rpt_data_dump;
```

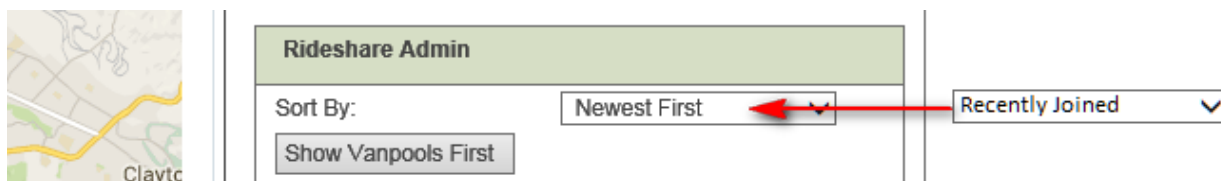
### Action Buttons Placement

Modify the following admin search pages (where the returned items are so long it would help to have a second set of action buttons ) to include a secondary set of action buttons - i.e., submit, continue, etc. - at the top of the page. Screens needing this are:

- Search Commuter
- Search Employer
- Manage Employer

### Matchlist - Recently Joined

On the matchlist change the wording in the “Sort By:” dropdown from “Newest First” to Recently Joined”





## Edit Profile – Current Commute Mode

As shown in the mockup below, on the Edit Commute Information page add the wording “Your Current” to "Commute Mode" field name, this will decrease confusion for customers who think this is the place to capture how they would like to commute, instead of how they are currently commuting.

**Edit My Profile**

**Edit Commute Information**

**Your Current Commute Mode:**

## Matchlist – changes to admin email

Perform the changes as outlined in the mockup below:

07/16/2015

SOMA CHAKRABORTY  
3131 HOMESTEAD ROAD, **APT# APT 22E**  
SANTA CLARA, CA 95051

Change to "Proper Case"  
Also, the Apt. field should not be bold text

Here's that RideMatch list you requested. You know, the one that will help you save time, money, and the environment. Start ridesharing by contacting your matches today!

For more matches, check the [511 RideMatch Service](#) frequently. New people join daily.

Having trouble? Not anymore, just dial 511 and say "Rideshare" or press 72.

Happy matching!  
The 511 Rideshare Team

[Terms of Use](#)

Remove indentation that is causing these strange characters. (no intend needed).

[it@rideshare.511.org](mailto:it@rideshare.511.org) ensures that 511 system email generation functionality is operating properly

Contact Information	Commute Information
<b>1. LILLIE FASS</b>	?? ? Carpool Preference: Ride or Drive
?? ? ? ? Email: <a href="mailto:LFASS@COOLEY.COM">LFASS@COOLEY.COM</a>	?? ? Vanpool Preference: Yes, I will ride in a vanpool
?? ? ? ? Cell Phone: 408-309-6696	?? ? Distance from Origin: 10. miles
?? ? ? ? Employer: COOLEY LLP	

## Changes to other system generated emails

Change the MR1, MR2, MR3, Admin Activation, and the New Carpool Matches Found emails so the merged-in name is not all upper case – use proper case.

Hi KYLE THIBAUT,

So many neighbors are waiting to match with you! Log in to the [511 RideMatch Service](#) today and contact your new carpool.

If you need help, call us at 511 and say "Rideshare" or press 72.

511 Rideshare Team

## Proposed Task Costs

Promo Code Tracking	\$2,400.00
Vanpool Driver Interest Notification	\$2,200.00
Trip Diary – Additional Trip Logs	\$3,000.00
Other Vendor API/Feed (Carma)	\$5,800.00
Admin Notes Field Counter	\$500.00
RMS Data Dump Report	\$500.00
Action Buttons Placement	\$0.00
Matchlist - Recently Joined	\$0.00
Edit Profile – Current Commute Mode	\$0.00
Matchlist – changes to admin email	\$0.00
Changes to other system generated emails	\$0.00
Total:	\$14,400.00